

CONNECTED

October 2003



Easy Pay-By-Phone Option Saves You Time



In June, 2003, the Marietta Board of Lights and Water (BLW) introduced a new way of paying utility bills through the internet. Beginning in October you can pay your utility bills day or night from the comfort of your own home with the new Pay-By-Phone option.

"We introduced this convenient new service in response to requests from customers who wanted an easier way to pay utility bills," said Sherri Rashad, customer service manager for the BLW. "Like the on-line payment service that the BLW started earlier this year, the new

Pay-By-Phone service allows customers to make payments 24 hours a day, seven days a week, without having to wait for regular BLW office hours."

Now, when you call the BLW's main number (770-794-5150) you will hear a list of menu options that includes "Make Utility Payment by Phone." The system will ask you to key in the credit card number that you wish to use to pay your bill. The system will accept VISA, MasterCard, Discover and American Express for payment.

When you select the appropriate option, the system will then ask you for your BLW

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Where Does My Water Come From?

Marietta Water purchases water from the Cobb County-Marietta Water Authority (CCMWA). The CCMWA treatment facilities are supplied from two separate surface water sources. The Wyckoff Treatment Facility obtains water from Lake Allatoona. The Quarles Treatment Facility obtains water from the Chattahoochee River. Once the surface water is treated, it is transformed from the treatment facilities to the Marietta Distribution System and then to you.

During 2002, the Cobb County-Marietta Water Authority and the Atlanta Regional Commission completed a Source Water Assessment itemizing potential sources of water pollution to our surface drinking water supplies. This information can help you understand the potential for contamination of your drinking water supplies and can be used to prioritize the need for protecting drinking water sources.

A Source Water Assessment is a study and report which provides

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Economic Conditions Force the City of Marietta to Increase Sanitation Rates



New garbage rates took effect for Marietta City sanitation customers on September 1.

The cost of picking up a mini-can increased from \$18 to \$18.50 per month, and the cost of picking up a regular can rose from \$20 to \$20.75. The charge for three cans increased from \$29 to \$31.50, and the cost for four cans or more is now \$31.50, plus \$5

for each additional can. Recycling fees remain the same. Extra curbside trash pick-ups now range from \$12-\$37, depending on the weight and volume.

If you have any additional questions on the city's sanitation services, please call 770-794-5581. ⚡

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the following information: identifies the area of land that contributes the raw water used for drinking water; identifies potential sources of contamination to drinking water supplies; and provides an understanding of the drinking water supply's susceptibility to contamination.

For more information on this project visit the Source Water Assessment web site at www.atlantaregional.com/swap/ or you can request information by mail from the ARC: Attn: Matthew Harper, Environmental Planning Division, Atlanta Regional Commission, 40 Courtland Street, NE, Atlanta, GA 30303. ⚡

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account number. After keying in your utility account number on the keypad of your telephone, you can then key in your credit card number and the system will process your payment and give you a confirmation. As a result, you can spend your valuable free time on more important matters than paying utility bills.

"The new Pay-By-Phone system will also help reduce the length of time that customers spend on hold when calling the BLW about their utility accounts," Rashad said. "As with the BLW's on-line payment system, which enables customers to pay utility bills on the Internet, the new Pay-By-Phone system demonstrates our dedication to providing our customers with the utmost convenience." The on-line payment system can be accessed through www.mariettapower.com. ⚡

Calendar of Events

Now through December 14

How Dare You Dream: Images Of African Americans In Advertising From The Joyce Eubanks Mcglory Collection
Marietta/Cobb Museum of Art
Call 770-528-1444
for information

November 1-2

Georgia Cage Bird Society Annual Bird Show And Fair
Jim Miller Park
Call 770-926-3830
for information

November 1-9

Stones In His Pockets
Theatre in the Square
Call 770-422-8369
for information

November 7-8

Marietta Bluegrass Festival
Jim Miller Park
Call 770-941-7591
for information

November 19- January 5, 2004

Sanders Family Christmas by Alan Bailey and Constance Ray
Theatre in the Square Alley Stage
Call 770-422-8369
for information

November 19- January 4, 2004

The 1940's Radio Hour By Walton Jones
Theatre in the Square
Call 770-422-8369
for information